

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Career Center Worksite Manager**

**Class Code: 10930**

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### **A. Purpose:**

Manages a Skills Development Center Worksite for the South Dakota Career Center by managing the day to day activities of the worksite, tracking and documenting client participation and progress, locating and supervising work projects for clients, providing input to Career Center staff on client progress or lack of, and maintaining the worksite facility to ensure clients are given some structured assistance in meeting their TANF program requirements.

### **B. Distinguishing Feature:**

The Worksite Manager is responsible for the day-to-day operation of the worksite to ensure clients enrolled in the TANF program and assigned to participate in activities at the worksite are meeting their requirements.

Employment Specialists implement job development and placement for patients, individuals with disabilities or TANF participants with barriers to employment by providing them with case management, establishing and determining plan compliance, initiating action to remove families or individuals from the program, and counseling program clients.

### **C. Functions:**

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)*

1. Manages activities and the staff of the worksite to ensure the day-to-day operating needs of the site are met.
  - a. Assigns daily tasks to center staff.
  - b. Monitors work adjust hours.
  - c. Counsels employees and participates in annual performance reviews and implements corrective action plans as directed.
  - d. Sets up and participates in interviews to hire new staff and checks references.
  - e. Fills in for the worksite staff in their absence.
  - f. Approves leave requests, time forms, and travel vouchers.
  - g. Responds to complaints from staff or clients.
  - h. Coordinates with the Career Center Assistant Manager on goals and the strategy to achieve those goals for the Center.
  - i. Recommends approval of expenditures for supplies, materials, and software for the worksite.
  - j. Invites outside speakers to come into the center and talk to the clients.
  - k. Meets with the Career Center's management staff to offer suggestions on the budget, equipment, and supply needs of the worksite.
  - b. Creates new worksite programs and individual projects for clients.
2. Tracks client participation hours and progress providing this data to management and to verify if clients are meeting their requirements for TANF.
  - a. Monitors and accounts for client hours and activity in the worksite.
  - b. Tracks client hours put in outside of the worksite.
  - c. Monitors client's schedules and who is on time, tardy, or absent.
  - d. Makes sure clients are working and busy while in the center.

- e. Works with clients to achieve various objectives laid out in the plan.
  - f. Refers clients to other agencies or services as is necessary.
3. Supervises work projects brought into the center to ensure projects are completed timely and accurately.
    - a. Promotes the worksite's ability to help with work projects for state agencies and non-profit agencies.
    - b. Meets with agency representatives to promote the services of the worksite and to find work projects.
    - c. Discusses the instructions for work projects with agency representatives.
      - i. Explains and demonstrates project instructions to clients.
      - ii. Oversees worksite clients while they complete projects.
    - d. Sets up timeframes with agencies for completion of projects.
    - e. Reviews completed projects before they are picked up by the agencies.
  4. Works with the Employment Specialist (case manager) assigned to the Center in reporting client progress and hours.
    - a. Completes spreadsheets daily to show client hours, attendance, and progress.
    - b. Meets with the Employment Specialists assigned to respective clients to determine the next step for clients.
    - c. Makes recommendations when a client is ready to move on or is not making progress.
    - d. Recommends whether clients should be removed from the program due to a lack of participation.
  5. Maintains the worksite's building and equipment to ensure it is in operating condition.
    - a. Acquires necessary supplies for the worksite.
    - c. Accounts for equipment in the Center and ensures computers and other equipment are operable.
    - d. Contacts the building landlord for building repair needs.
  6. Performs other work as assigned.

#### **D. Reporting Relationships:**

The position reports to a Career Center Assistant Manager. The position acts as a lead worker over an Employment Specialist and an Employment Representative.

#### **E. Challenges and Problems:**

Challenges include carrying out the mission of the worksite which requires having staff give the effort required to maintain operations and meet goals and ensuring the clients meet the requirements set out for them. When staff or clients are not performing, it requires action to correct or it will have adverse affect on the worksite itself.

Typical problems include ensuring there is adequate staff in the Center; keeping the Life Skills curriculum current and interesting for clients; tracking case management functions and coordinating the worksite's operations with TANF staff; working with clients to meet their requirements for being there; dealing with some clients who lack motivation or self initiative; monitoring client hours and schedules due to client needs, problems, or other requirements; assigning work projects to clients who have limited skills and a poor work ethic; receiving work projects with little notice and being expected to get them done immediately; inconsistency in how Employment Specialists deal with clients and what they require from those clients; creating original projects and programs for the worksite; and keeping the equipment in working order and dealing with building problems.

## **F. Decision-making Authority:**

Decisions made include who is assigned tasks or projects at the worksite, client schedules, daily time tabulations for clients, initial recommendations on hiring staff, removing clients from the worksite if they are unruly or problematic, which work projects have priority and the time needed to complete the projects, when a client should be moved from the worksite program, and when to call the landlord for maintenance needs of the building.

Decisions referred include disciplinary actions with employees, final approval of new staff, and when the worksite needs to order new software or computers or to request service from BIT.

## **G. Contact with Others:**

Daily contact with TANF Employment Specialists to discuss clients, attendance, participation, and plans; daily contact with clients in the worksite to assign activities to them and monitor their attendance and participation; daily contact with the Career Center for supplies; weekly contact with local non-profit agencies on work projects and client issues or requirements; bi-weekly contact with the Career Learning Center to monitor client hours in GED classes; monthly contact with Pennington County Housing and Community action Programs to find help for clients; and monthly contact with the landlord on building issues.

## **H. Working Conditions:**

The incumbent works in a typical office environment.

## **I. Knowledge, Skills and Abilities:**

Knowledge of:

- TANF work program;
- case management procedures;
- interviewing, placement, and counseling techniques;
- principles of human behavior and motivation.

Ability to:

- deal tactfully with others at all levels of education, experience, and socio-economic and ethnic backgrounds;
- communicate clearly and concisely both orally and in writing;
- use a computer and Microsoft software;
- observe and evaluate physical capacities, education, work backgrounds, potential abilities, and interests of clients and to interpret those factors in terms of occupational potential.